
**Goal: GOVERNMENTAL EXCELLENCE AND
EFFECTIVENESS**

Desired Community Condition(s)

Financial assets are maximized and protected, and analyzed and reported accurately, understandably, and usefully.

Program Strategy: CITYWIDE FINANCIAL SUPPORT SVCS	26502
Provide software maintenance, property tax administration fees, and commercial banking fees for the City.	

Department: FINANCE AND ADMINISTRATIVE SERVICES

Service Activities

- Software Maintenance
- Fiscal Agent Fees
- Property Tax Administrative Fee
- Music License

Strategy Purpose and Description

This program strategy provides financial support services to the city. These services benefit the City in general and are not specific to a particular department. These services include funds for software maintenance, operating fund, commercial banking fees, and the City-wide music copyright contract.

Changes and Key Initiatives

Expanded services to include wider acceptance and transfer of electronic payments and associated information via electronic data interchange value added network. Reporting and functional interaction via Internet through WEB-based portal.

Priority Objectives

Input Measure (\$000's)

2001	110	110 GENERAL FUND	623
2002	110	110 GENERAL FUND	623
2003	110	110 GENERAL FUND	486
2004	110	110 GENERAL FUND	452
2005	110	110 GENERAL FUND	585

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: CITYWIDE FINANCIAL SUPPORT SVCS

Department: **FINANCE AND ADMINISTRATIVE SERVICES**

Service Activity: Software Maintenance

2532000

Service Activity Purpose and Description

The service activity of consolidated software maintenance provides benefits to the City in general and is not specific to a particular department. This service activity captures costs associated with maintenance of Internet, Intranet, and PC client software for all City General Fund users.

Changes and Key Initiatives

None

Input Measure (\$000's)

2002	110	110 GENERAL FUND	120
2003	110	110 GENERAL FUND	120
2004	110	110 GENERAL FUND	120
2005	110	110 GENERAL FUND	120

Strategic Accomplishments

None

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
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Common financial and support service needs are provided for the City to maintain effective, timely, and accurate software maintenance, financial institution support, and tax collection efforts.	2001			9,582/1	
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Common financial and support service needs are provided for the City to maintain effective, timely, and accurate software maintenance, financial institution support, and tax collection efforts.	2002	10,000/1			
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	2003	10,000/1			
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	2004	10,000/1			
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Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**Parent Program Strategy: CITYWIDE FINANCIAL SUPPORT SVCS****Department: FINANCE AND ADMINISTRATIVE SERVICES****Service Activity: Fiscal Agent Fees****2533000*****Service Activity Purpose and Description***

Common financial and support service needs are provided for the City to maintain effective, timely, and accurate software maintenance, financial institution support, and tax collection efforts.

Changes and Key Initiatives

Expand services to include acceptance and transfer of electronic payments and associated information via electronic data interchange value added network. Reporting and functional interaction via Internet through WEB based portal. Internet based utility payments to be accepted through the City's web site.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	40
2003	110	110 GENERAL FUND	145
2004	110	110 GENERAL FUND	150
2005	110	110 GENERAL FUND	283

Strategic Accomplishments

Developed comprehensive, versatile bank transaction reporting application using internet file transfers of daily bank information and web based reporting tools while eliminating cumbersome and expensive individual site dial-up access.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# checks paid	2001			98,000	
	2002	95,000	94,000	95,000	
	2003	94,000			
	2004	94,000			
	2005	94,000			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# checks deposited	2001			220,000	
	2002	222,000	195,000	190,000	
	2003	195,000			
	2004	195,000			
	2005	195,000			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
fees paid	2001			110,000	
	2002	100,000	150,000	116,000	
	2003	150,000			
	2004	150,000			

2005 150,000

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Average uninvested balances <1% of total average available cash	2001			0.84%	
Average uninvested balances <1% of total average available cash	2002	0.75%			
Uninvested cash <1% of average total available funds	2003	0.50%			
	2004	0.50%			
	2005	0.50%			

Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**Parent Program Strategy: CITYWIDE FINANCIAL SUPPORT SVCS****Department: FINANCE AND ADMINISTRATIVE SERVICES****Service Activity: Property Tax Administrative Fee****2534000*****Service Activity Purpose and Description***

This service activity captures costs associated with the fees assessed by Bernalillo County for the property valuation program.

Changes and Key Initiatives

Pursuant to a change in statute, County Treasurer started netting reappraisal fees from property tax distributions to the City with the July, 2001 distribution.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	463
2003	110	110 GENERAL FUND	221
2004	110	110 GENERAL FUND	172
2005	110	110 GENERAL FUND	172

Strategic Accomplishments

Changed accounting practice for reappraisal fee payment to match collection expense to revenue.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Fees paid	2001			\$525,000	
	2002	\$550,000	\$76.8 MIL	\$76.3 MIL	Net of reappraisal fees
Fees paid					
Revenue estimate for debt service and operations.	2003	\$76.8 M			Net of reappraisal fees
	2004	\$76.8 M			Net of reappraisal fees
	2005	\$76.8 M			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Average uninvested balances <1% of total available cash	2001			.84%	
Average uninvested balances <1% of total available cash	2002	.75%	0.50%	0.50%	
Average uninvested balances <1% of total available funds	2003	0.50%			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Payment of reappraisal fee amounts within 48 hours of receipt of monthly property tax distribution and reappraisal fee bill	2001			avg. 1 day	

Payment of reappraisal fee amounts within 48 hours of receipt of monthly property tax distribution and reappraisal fee bill	2002	avg. 1 day	avg. 1 day	avg. 1 day	
	2003	avg. 1 day			
	2004	avg. 1 day			No longer applicable. The city now receives net distributions
	2005	avg. 1 day			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Tax collection rate.	2003	93%			
	2004	92%	92%		Net of re-appraisal fees
	2005	92%			

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: CITYWIDE FINANCIAL SUPPORT SVCS

Department: **FINANCE AND ADMINISTRATIVE SERVICES**

Service Activity: Music License

2537000

Service Activity Purpose and Description

This is a new service activity for FY04. The music license allows copyrighted music to be played at City facilities/functions.

Changes and Key Initiatives

Input Measure (\$000's)

2004	110	110 GENERAL FUND	10
2005	110	110 GENERAL FUND	10

Strategic Accomplishments

Develop and administer a contract which reduces the City's liability when copyrighted music is played at City facilities/functions.